

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Spiricon

#### Utah Manufacturing Extension Partnership

#### Ophir-Spiricon Reduces Lead Time with ISO Registration and Lean

##### Client Profile:

Ophir-Spiricon is part of the Ophir Optronics Laser Measurement Group which provides a complete line of instrumentation including power and energy meters, beam profilers, and spectrum analyzers. Focused on laser measurement, the group's modular, custom solutions serve manufacturing, medical, military, and research industries throughout the world. The company employs 35 people at its facility in Logan Utah.

##### Situation:

After moving products from another Ophir facility, Ophir-Spiricon found that their customers required ISO 9001:2000 registration as part of the move. Realizing they needed to move quickly, the company contacted the Utah Manufacturing Extension Partnership (MEP Utah) to help facilitate an expedited registration to the ISO 9001:2000 standard.

##### Solution:

Utah MEP worked with Ophir-Spiricon to apply Lean concepts of waste elimination/reduction to the ISO 9001:2000 Quality Management System (QMS). By applying Lean principles, the documentation was reduced significantly as well as the on-going administrative costs to maintain the QMS. After successful completion of the ISO 9001 registration, Utah MEP focused on reducing lead time in the equipment calibration process. Ophir-Spiricon realized the appropriate Lean tool to reduce their lead time was Value Stream Mapping (VSM) but did not have the internal expertise to map the process. Once again, they contacted Utah MEP for help. Utah MEP implemented Lean 101 training and then facilitated the VSM process with a core group of employees. By creating a current state map, a future state map, and an action plan to eliminate the gap, Ophir-Spiricon immediately implemented the simple changes needed in their flow to reduce the lead time. By understanding the pacemaker process and visually managing the flow through the processes, lead time was decreased dramatically.

##### Results:

- \* Achieved ISO 9001:2000 certification.
- \* Reduced lead time from 25 days to 5 days.
- \* Reduced work in process by 70 percent.
- \* Improved employee morale.

##### Testimonial:

"Utah MEP has provided our company with training that will allow us to succeed. The most exciting part for me, personally, is seeing the excitement of our associates when they catch the vision and see the success. We are excited about the improvements we still have to make. Thanks for all your help. We could not have done it without all the instruction and follow up."

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Mike Jensen, Vice President, Operations